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Universiti Teknologi Mara

**The Adoption of Capability Maturity Model
(CMM) in Software Development and Integration
Organisation in Klang Valley**

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**Thesis submitted in fulfillment of the requirements for
Bachelor of Science (Hons.) In Business Computing
Faculty of Information Technology and
Quantitative Science**

November 2005

DECLARATION

I certify that this thesis and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.

NOVEMBER 21, 2005


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APPROVAL

THE ADOPTION OF CAPABILITY MATURITY MODEL (CMM) IN SOFTWARE DEVELOPMENT & INTERGRATION ORGANISATION IN KLANG VALLEY

BY

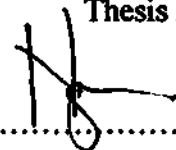
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This thesis was prepared under the direction of thesis advisor, Puan Mardziah Hj. Hashim, and it has been approved by thesis supervisor, Puan Norisan Binti Abdul Karim. It was submitted to the School of Information Technology and Quantitative Science and was accepted in partial fulfillment of the requirements for the Bachelor of Science (Hons) Business Computing.

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ABSTRACT

What is CMM and why is it important? CMM is the Capability Maturity Model developed by the Software Engineering Institute (SEI) at Carnegie Mellon University. It is a model that provides a way to assess the maturity (i.e. strength) of the processes used by an organization to develop and support its information systems. Since these processes are the tools by which the organization accomplishes its work, the higher their quality, the higher the performance of the organization. An organization that employs processes that comply with a higher CMM level produces higher quality work products faster, for less cost, and with greater consistency. However, the adoption of new practices takes time and planning. When implementing new practices, it is important not to underestimate the effort for the new behaviors to become common practice within the organization. The research paper will be looking at the factors influencing the CMM adoption and the benefits it perceive from it. Approximately 100 questionnaires were distributed to the staffs in those eight organisations names are not disclosed in this research due to confidentiality reason. A phone interview was also conducted to gain information personally from the managers. Statistical analysis was carried out on data collected from 50 completed questionnaires. As of the results, factors influencing the adoption process of CMM and the benefits it provided for all these eight organisations were identified.